

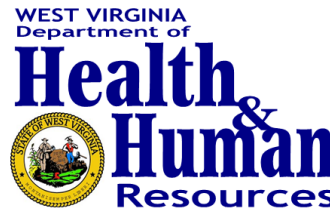
What is Centralized Intake?

- One point of entry for all reports of suspected abuse and neglect for all children and vulnerable adults.
- Operational 24 hours a day, 7 days a week, 365 days a year.
- Staffed by professional intake specialists in the area of abuse and neglect of children and vulnerable adults.

It takes teamwork to keep children and vulnerable adults free from abuse and neglect.



Call us:
1-800-352-6513



BUREAU FOR CHILDREN AND FAMILIES

350 Capitol Street
Room 730
Charleston, WV 25301

West Virginia Department of
Health and Human Resources

Bureau for Children and Families



Centralized Intake Unit

1-800-352-6513

Why Centralized Intake?

The Centralized Intake Unit will ensure consistency in receipt and documentation of abuse and neglect complaints for Child Protective Services (CPS) intake and Adult Protective Services (APS) intake across West Virginia. Centralized Intake will also provide consistency in evaluation and decision making for CPS assignments.

Each county currently has a separate intake unit or person that handles abuse and neglect cases daily. The West Virginia Bureau for Children and Families (BCF) has also utilized the services of a contract agency for coverage after regular business hours. Centralizing the intake process will consolidate the individual CPS and APS intake functions into one operation that will be staffed and managed by BCF employees.



How will Centralized Intake work?

- The Centralized Intake Unit will be operational by July 1, 2014.
- Counties will be phased in for regular business hours calls beginning on August 1, 2014.
- Full implementation will occur by January 31, 2015.
- The Centralized Intake Unit will operate 24 hours a day, 7 days a week, 365 days a year.
- The Centralized Intake Unit will allow for priority response to emergency personnel.
- Professional, trained intake specialists will conduct guided interviews to assist the caller in providing critical information.
- Centralized Intake supervisors will be trained to make accurate screening decisions.
- Training and quality assurance will be built into the unit to provide ongoing support and continuous program improvement.

The Centralized Intake Unit will be instrumental in keeping West Virginia children and vulnerable adults safe.



What information do I need to provide when calling Centralized Intake?

- Demographic information
- Type of abuse or neglect suspected
- Is the child/adult in imminent danger?
- Location of the child/adult and caregivers
- Is there a protective caregiver present?
- Does the alleged perpetrator have access to the child/adult?
- General functioning of child/adult and caregivers
- Any safety threats for first responders

WV Centralized Intake

1-800-352-6513

wvci@wv.gov